



## **Hurricane Katrina Telephone Hot Lines**

Updated September 14, 2005

**24-Hour Toll-Free Line – 1 (800) FED INFO (1-800-333-4636) for any Question about Government**

### **Survivor Assistance Hot Lines**

#### FEMA Assistance

Call 1-800-621-FEMA (1-800-621-3362)–TTY 1-800-462-7585–or register online for assistance. You can request FEMA assistance or review your previous request. Available in English and Spanish, 24 hours a day, 7 days a week. (Federal Emergency Management Agency, FEMA)

#### Business Disaster Loans

Call 1-800-659-2955 for program information or to receive a status update on your loan request. Available in English and Spanish, 6 AM to 11 PM EDT. (Small Business Administration, SBA)

#### Lost Bank Records, ATM Cards, Reach Your Bank and More

Toll-free 1-877-ASK-FDIC, (1-877-275-3342). Open 24/7. (Federal Deposit Insurance Corporation, FDIC)

#### Mail Delivery

Call 1-800-ASK-USPS (1-800-275-8777) to change your address, if you are unable to accept mail delivery at your permanent address. Available 8 AM to 8:30 PM, Monday through Friday, and 8 AM to 6 PM on Saturdays. (U.S. Postal Service)

#### National Flood Insurance Program

Call 1-800-638-6620 to file a claim or for program information. Available in English and Spanish, 8 AM to 8 PM daily. (Federal Emergency Management Agency, FEMA)

#### Search and Rescue, U.S. Coast Guard

Call 314-539-3900, ext. 2276 or ext. 2277, if you or someone you know is in need of rescue.

#### Search and Rescue, State and Local Agencies

Call if you or someone you know is in need of rescue.

New Orleans Office of Emergency Preparedness: 225-925-7708, 225-925-7709, 225-925-3511, 225-925-7412

Louisiana State Police: 225-922-0325, 225-922-0332, 225-922-0333, 225-922-0334, 225-922-0335, 225-922-0341

Mississippi Emergency Operations Center: 601-360-0054

Alabama Red Cross: 1-866-438-4636

#### Unemployment Assistance for Disaster Survivors

For more information on registering for unemployment insurance and disaster unemployment assistance. Available in English and Spanish. Currently open 24 hours: 1-866-4-USA-DOL (1-866-487-2365) (U.S. Department of Labor)

#### Social Security Benefits

Call 1-800-772-1213, TTY 1-800-325-0778, if you currently receive benefits from the Social Security Administration and are unable to get your payment. Available in English and Spanish, from 7 AM to 7 PM, Monday through Friday. (Social Security Administration)

## **Find Family and Friends Hot Lines**

### East Baton Rouge Parish Shelter Search and Hotline

Search online to find residents in East Baton Rouge Parish Red Cross Shelters. Or, call their 24-hour hot line at 225-389-2176, and give the operator the name of the missing person, their address and date of birth.

### Find Family Call Center

This toll-free hot line has been established to provide information and support for people, in all states affected by Katrina, who are seeking lost family: 1-866-326-9393 (State of Louisiana).

### Missing Children

Call 1-888-544-5475 if you are searching for someone, or are caring for a child who is separated from his or her family. (Department of Justice and the National Center for Missing and Exploited Children)

### Red Cross's Locate People Lists

For those who do not have Internet access to [www.redcross.org](http://www.redcross.org), please call 1-877-LOVED-1S (1-877-568-3317), a toll-free hot line for finding family members.

## **Donate and Volunteer Hot Lines**

### American Red Cross Disaster Relief Fund

Call 1-800-HELP-NOW (1-800-435-7669) to donate money.

### Business Contributions to the Relief Effort

Call 1-888-4USADOC (1-888-487-2362) to coordinate private sector contributions with those who need those contributions on the ground. Available from 8 a.m. to 8 p.m. (Department of Commerce)

### Donation and Volunteer Line

Toll-free 1-877-USACORPS (1-877-872-2677). Call to donate goods and services, or volunteer your time. 8 AM to 8 PM EDT, daily. In English. (The White House)

### Medical Professionals Volunteer Line

Call 1-866-KAT-MEDI (1-866-528-6334) to assist in Hurricane Katrina relief efforts. (From Health and Human Services, HHS)

## **Health and Safety Hot Lines**

### Cancer Patients and Oncologists

Call 1-800-4-CANCER (1-800-422-6237) for information, referrals and support services for cancer patients and oncologists affected by Hurricane Katrina. Available in English and Spanish, from 9 AM to 4:30 PM, Monday through Friday. (National Cancer Institute)

### Cancer Patients in National Cancer Institute Sponsored Clinical Trials

Call 301-496-5725 if you are participating in a NCI-sponsored clinical trial, in a hospital or oncology practice located in the hurricane-affected region. Available from 8:30 AM to 5:00 PM EDT. (National Cancer Institute)

### Drug and Drug Product Information

Call 1-888-INFO-FDA (1-888-463-6332) for information on the use of drugs that have been potentially contaminated by flooding or unsafe water, and the use of temperature-sensitive drug products that have been involved in a temporary electrical power failure. Available from 8 AM to 4:30 PM EST, Monday through Friday. (Food and Drug Administration, FDA)

### Food Safety

Call 1-888-MPHotline (1-888-674-6854) with food safety questions. Available in English and Spanish, from 10 AM to 4 PM EDT, Monday through Friday.

### Health and Safety

Call 1-800-CDC-INFO (1-800-232-4636), TTY 1-888-232-6348, for information on hazards, safe clean up, and preventing illness and injury. Available in English and Spanish, 24 hours a day, 7 days a week.

### Mental Health Crisis Counseling

Call 1-800-273-TALK (1-800-273-8255), TTY 1-800-799-4889, if you or a loved one are in emotional distress or suicidal in the aftermath of Hurricane Katrina. You will speak to trained staff who will give you immediate access to local resources, referrals and expertise. Available 24 hours a day, 7 days a week. (Department of Health and Human Services)

## **Housing Hot Lines**

### Emergency Katrina Housing Programs, HUD

HUD has established a single toll-free housing hot line, 1-888-297-8685, to assist the victims of Hurricane Katrina.

### Emergency Katrina Housing Programs, USDA

Housing Hot Line: 1-800-414-1226. Toll-free number for USDA housing loan borrowers, USDA rental housing residents and other displaced persons.

## **Federal Employees, Military and Veterans Hot Lines**

### Federal Employees Impacted by Katrina

1-800-307-8298: Toll-free Helpline for current and retired federal employees and annuitants, who have been impacted by Hurricane Katrina. (Office of Personnel Management, OPM)

### Military Families One Source

Toll-free 1-800-342-9647. For military members or families in need of counseling services or Red Cross Armed Forces Emergency Service Centers. Available 24 hours a day, 7 days a week. English only.

### Postal Employees

Postal employees displaced by Hurricane Katrina should call 1-877-477-3273 to notify the USPS of your current situation and receive job-related information.

### Veterans Affairs Employees

VA employees displaced by Hurricane Katrina should call 1-888-766-2474.

### Veterans Medical Care, Prescription Drugs, Compensation and Benefit Checks

Call 1-800-507-4571 for information on medical care or prescription drugs from Veterans Affairs. Available 24 hours a day. Call 1-800-827-1000 for information about compensation or benefit checks from Veterans Affairs.